

VI. PROCESS

To provide excellent service to our customers, it is imperative that the Highway Patrol and its sub-units continuously review and improve key and critical processes. This evaluation considers all process variables including people, machines, equipment, raw materials, methods, and environment that produces a given product or service. **(CALEA 15.1.3)**

Process Management

- The Highway Patrol shall identify, prioritize, and improve designated key and critical processes.
- The Highway Patrol will use data and benchmarking techniques in assessing processes and organizational performance.

Process Improvement

- When improving processes, divisions will seek input from those who use or are affected by the process.
- Teams may be formed to improve processes as follows:
 - The task is complex and is important to justify the time invested.
 - There is no crisis and there is time for team development.
 - The task or process is cross-functional.
 - The path to proceed is unclear with no prior mandated outcome or solution.
- Teams will utilize quality management and planning tools to select the best practices in making process improvements.
- Leadership will consciously strive to support team decisions.

VII. MEASUREMENT AND ASSESSMENT

Measurement

- The use of data, analysis, and measurement shall be the primary means to support decision-making in:
 - Strategic planning
 - Process improvement
 - Performance improvement